



---

**PRIVACY INFORMATION**

**LINDE PLANTSERV™ PORTAL**

---



TABLE OF CONTENTS

- 1. ACCESS DATA .....1
- 2. PERSONAL DATA .....1
- 3. PASSING ON PERSONAL DATA TO THIRD PARTIES .....2
- 4. POWER OF REVOCATION.....2
- 5. COOKIES .....2
- 6. OTHER ACTIVE CONTENT (E.G. JAVASCRIPT, ACTIVEX) .....3
- 7. LINKS.....3
- 8. GOOGLE ANALYTICS.....4
- 9. MIXPANEL .....4
- 10. HOTJAR .....5
- 11. RESTRICTIONS .....6
- 12. YOUR RIGHTS .....7
- 13. CHANGES TO THIS PRIVACY POLICY .....7

## PRIVACY INFORMATION

We take the protection of your private data seriously and rely on mutual cooperation. The protection of your privacy is of the utmost importance to us. Therefore, it goes without saying that we comply with statutory provisions for data protection. Our employees are obligated to treat all information confidentially and they receive regular training in the areas of data protection and data security. In the sections below, we would like to briefly explain how we protect your data and what it means for you when you make use of our online offering.

### 1. ACCESS DATA

When our Internet pages are called up, The Linde Group receives access data that is stored for protective purposes and aids in identification. This data includes:

- the name of your Internet service provider;
- the country from which you are accessing the site;
- the website that has directed you to our Internet presence;
- the search term you use, if you come to our site via a search engine;
- The Linde Group websites that you visit;
- the user tool (web browser, operating system) you use to access our website;
- files that you download from our website (e.g. PDF or Word documents);
- the duration of your visit; and
- the date and the time of your visit.

This data is analyzed by The Linde Group so that we can familiarise ourselves with and evaluate user behaviour. We do not make use of personal data in the process.

### 2. PERSONAL DATA

Personal data is information that is used explicitly to determine your identity. It includes information such as your name and your postal or e-mail address. The only time we save personal data in addition to your access data is if you give us this information voluntarily, e.g. as part of a registration, a survey, a prize competition, a contact inquiry, registration for a newsletter or to process an online order. Moreover, personal data is used only to the extent necessary and only for the legally permissible purpose for which you gave your consent. To ensure the secure transmission of your data, The Linde Group employs encryption procedures in secure areas. This means that communication between your browser and our order system, for instance, cannot be read by others on the Internet. All data is stored exclusively on specially protected servers of The Linde Group in Germany. Using our order system is regarded as consenting to the storage and use of your data by The Linde Group and its partners.

### 3. PASSING ON PERSONAL DATA TO THIRD PARTIES

The Linde Group renders some of its services together with select partners. These partners are subject to the same strict statutory provisions for data protection as and are integrated into the data-protection concept of The Linde Group. Personal data is only passed on:

- when processing order-related data, such as for online orders; and
- in individual cases, provided you have given your prior consent.

Additional information – such as voluntary statements about your primary areas of interest – is not passed on to third parties by The Linde Group. Personal data is conveyed to state institutions and authorities only within the scope of statutory or judicial obligations.

### 4. POWER OF REVOCATION

If you request in writing that The Linde Group or the representative responsible for you amend, cease from using or delete your personal data, we shall do so immediately. If you are registered as a user, we also offer you the opportunity to view the data for yourself and delete or change as necessary.

### 5. COOKIES

Visiting our website with your browser settings adjusted to accept cookies tells us that you want to use Linde Group's products and services and that you consent to our use of cookies to provide them to you as described in the following text.

Cookies are small text files which are used worldwide by many websites.

During your visit on our website cookies are generated and stored by our server in your browser's file directory. Here we apply temporary and permanent cookies. These cookies allow us to recognize you when you revisit our website.

We also use cookies for additional purposes. For example we are able to:

- identify you when you sign-in to our website;
- consider your specified preferences;
- keep track of items stored in your shopping basket;

- conduct research and diagnostics to improve content, products and services;
- prevent fraudulent activity;
- and improve security.

Our cookies don't contain any person specific information. Moreover cookies stored by our servers can also only be read again by us and no external website.

Most browsers are set so to accept cookies automatically. If you don't want to use the advantages of cookies, you can deactivate this function in your browser or selectively accept certain cookies. Hereto please note the individual setting options of your browser. The Help feature on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether.

You can of course also view our website without cookies. However this may result in functional limitations with respect to our offers. Insofar as you don't allow the placement of cookies or otherwise reject cookies, for instance, it is not possible to add items to your shopping basket or to use other products or services.

## **6. OTHER ACTIVE CONTENT (E.G. JAVASCRIPT, ACTIVEX)**

Javascript, ActiveX and other website control elements and script languages that contain executing elements can be deactivated at any time for security reasons using your browser. Our Internet sites can still be navigated without Javascript.

## **7. LINKS**

Some of The Linde Group's websites contain links to other websites. We make every effort to check these direct links. The Linde Group is not responsible for the content of the websites to which we link. The Linde Group is also not responsible for the content of websites that link to our website.

## 8. GOOGLE ANALYTICS

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website will be transmitted to and stored by Google on servers in the United States.

In case IP-anonymisation is activated on this website, your IP address will be truncated within the area of Member States of the European Union or other parties to the Agreement on the European Economic Area. Only in exceptional cases the whole IP address will be first transferred to a Google server in the USA and truncated there. The IP-anonymisation is active on this website.

Google will use this information on behalf of the operator of this website for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing them other services relating to website activity and internet usage.

The IP-address, which your Browser conveys within the scope of Google Analytics, will not be associated with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. You can also opt-out from being tracked by Google Analytics with effect for the future by downloading and installing Google Analytics Opt-out Browser Addon for your current web browser: <http://tools.google.com/dlpage/gaoptout?hl=en>.

## 9. MIXPANEL

This website uses Mixpanel, a web analytics service provided by Mixpanel Inc. ("Mixpanel"), (<https://mixpanel.com>, 405 Howard Street, Floor 2, San Francisco, CA 94105, USA). Mixpanel uses so-called cookies, which are text files placed on your computer, to collect statistical data about the usage of our website by you. The information generated by the cookies about your use of the website will generally be transmitted to and stored by Mixpanel on servers in the United States.

In case of activation of the IP anonymisation on this website, your IP address will however first be truncated by Mixpanel within the Member States of the European Union or in other parties to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Mixpanel server in the United States,

where it will be abbreviated. The IP anonymisation on this website is enabled. On behalf of the website provider, Mixpanel will use this information for the purpose of capturing the type of your browser, your operating system, your language settings, your entered search keywords and your IP address to permanently improve and optimize the functions of the website and thereby configuring it more interesting for the user.

Your IP address transmitted by your browser in the context of Mixpanel will not be associated with other Mixpanel data. You may refuse the use of cookies by selecting the appropriate settings on your browser. However please note that if you do this, you may not be able to completely use the full functionality of this website.

You can prevent Mixpanel from collecting data by clicking on the following link and following the instructions detailed there: <https://mixpanel.com/optout/>.

Further information concerning Mixpanel's privacy policy can be found at <https://mixpanel.com/privacy>.

## 10. HOTJAR

This website uses Hotjar, an analysis software produced by Hotjar Ltd. („Hotjar“) (<http://www.hotjar.com>, Level 2, St Julian's Business Centre, 3, Elia Zammit Street, St Julian's STJ 1000, Malta, Europe).

With Hotjar it is possible to measure and evaluate usage behaviour (clicks, mouse movements, scrolling height, etc.) on our website. The information generated by the tracking code and cookies about your visit to our website is then submitted to and stored on the Hotjar server in Ireland. The following information is collected by the tracking code and cookies:

Device-dependent data

The following information can be recorded by your device and your browser:

- the IP address of your device (collected and stored in an anonymous format);
- your email address including your first and last name, insofar as you have made this available to us through our website;
- the screen size of your device;
- device type and browser information;
- geographical location (country only);
- your preferred language for viewing our website;
- user interactions;

- mouse events (movement, position and clicks);
- and keystrokes.

#### Log data

The following data is automatically generated by our server when Hotjar is used:

- related domain;
- pages visited;
- geographical location (country only);
- your preferred language for viewing our website;
- and data and time that the website was accessed.

Hotjar will use this information to evaluate your usage of our website, to generate reports about this usage as well as about other services related to this usage and for internet analysis. To provide these services, Hotjar also uses third-party services such as Google Analytics and Optimizely. These third-parties can store data that your browser transmits as part of your website visit such as cookies and IP requests.

Further information concerning the terms and conditions of use and data privacy by Google Analytics and Optimizely can be found at <http://www.google.com/analytics/terms/us.html> resp. <https://www.google.de/intl/en/policies/> and <https://www.optimizely.com/privacy/>.

The cookies that Hotjar uses have different periods of validity: some remain valid for 365 days, others just for the duration of your current visit to our website.

If you continue to use this website, you agree to the processing of data by Hotjar and its third-party providers (including their respective data protection policies) as outlined above.

You can prevent Hotjar from collecting data by clicking on the following link and following the instructions detailed there: <https://www.hotjar.com/opt-out>.

Further information concerning Hotjar's privacy policy can be found at <https://www.hotjar.com/privacy>.

## 11. RESTRICTIONS

The Linde Group reserves the right to alter these guidelines for data protection at any time in compliance with the stipulations of data-protection law.





## **12. YOUR RIGHTS**

You may exercise your rights to information, correction, blocking, deletion and objection at any time vis-à-vis the contact person specified in the “Contact” section above. The same applies to any potential withdrawal of your consent in the processing of your personal information.

## **13. CHANGES TO THIS PRIVACY POLICY**

This privacy policy is adapted from time to time to comply with the up to date legal requirements or to cover the introduction of new services.

\* \* \*